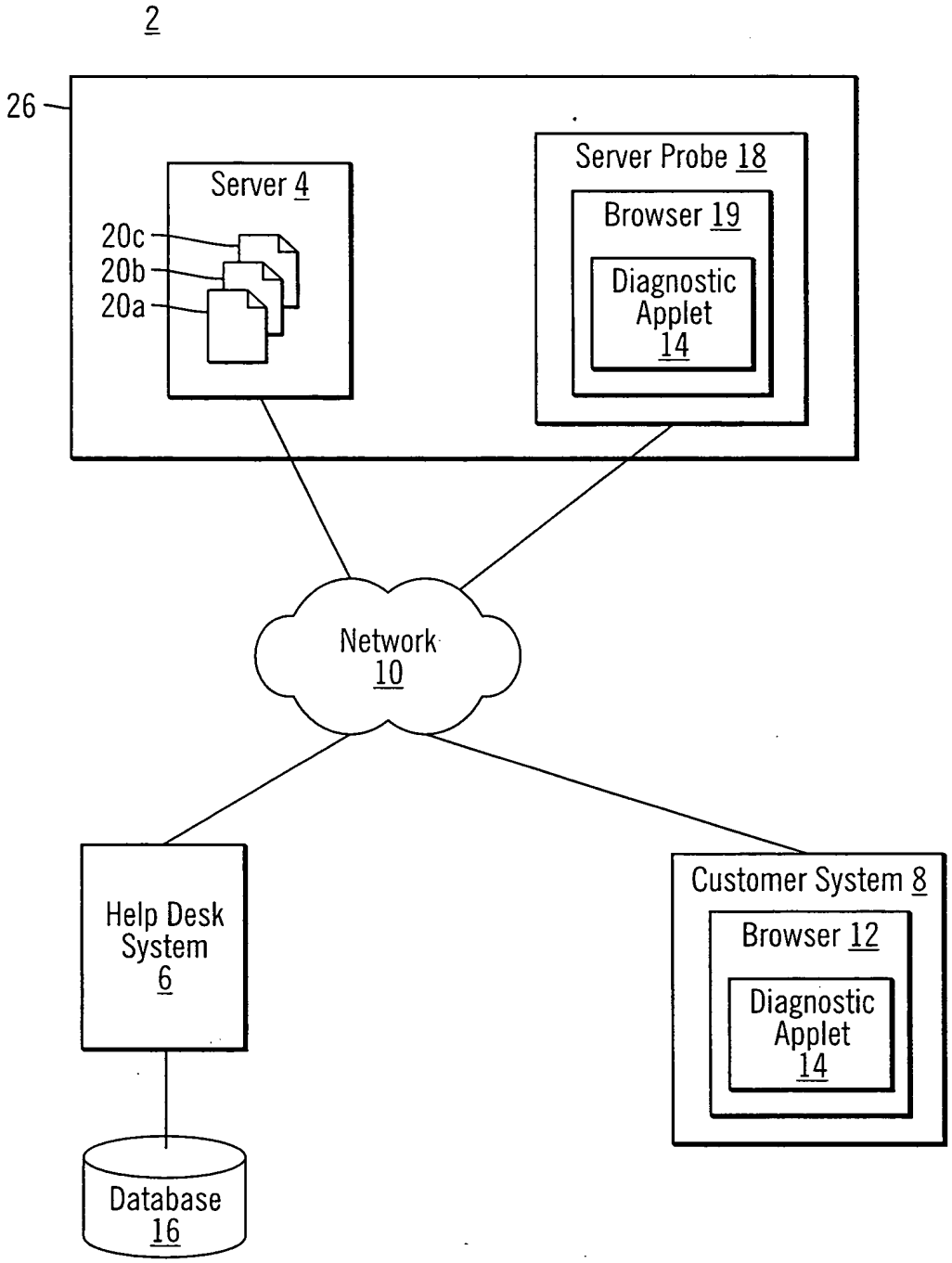
2
26
Server 4
20c
20b
20a
Server Probe 18
Browser 19
Diagnostic Applet 14
Network 10
Help Desk System 6
Database 16
Customer System 8
Browser 12
Diagnostic Applet 14

FIG. 1

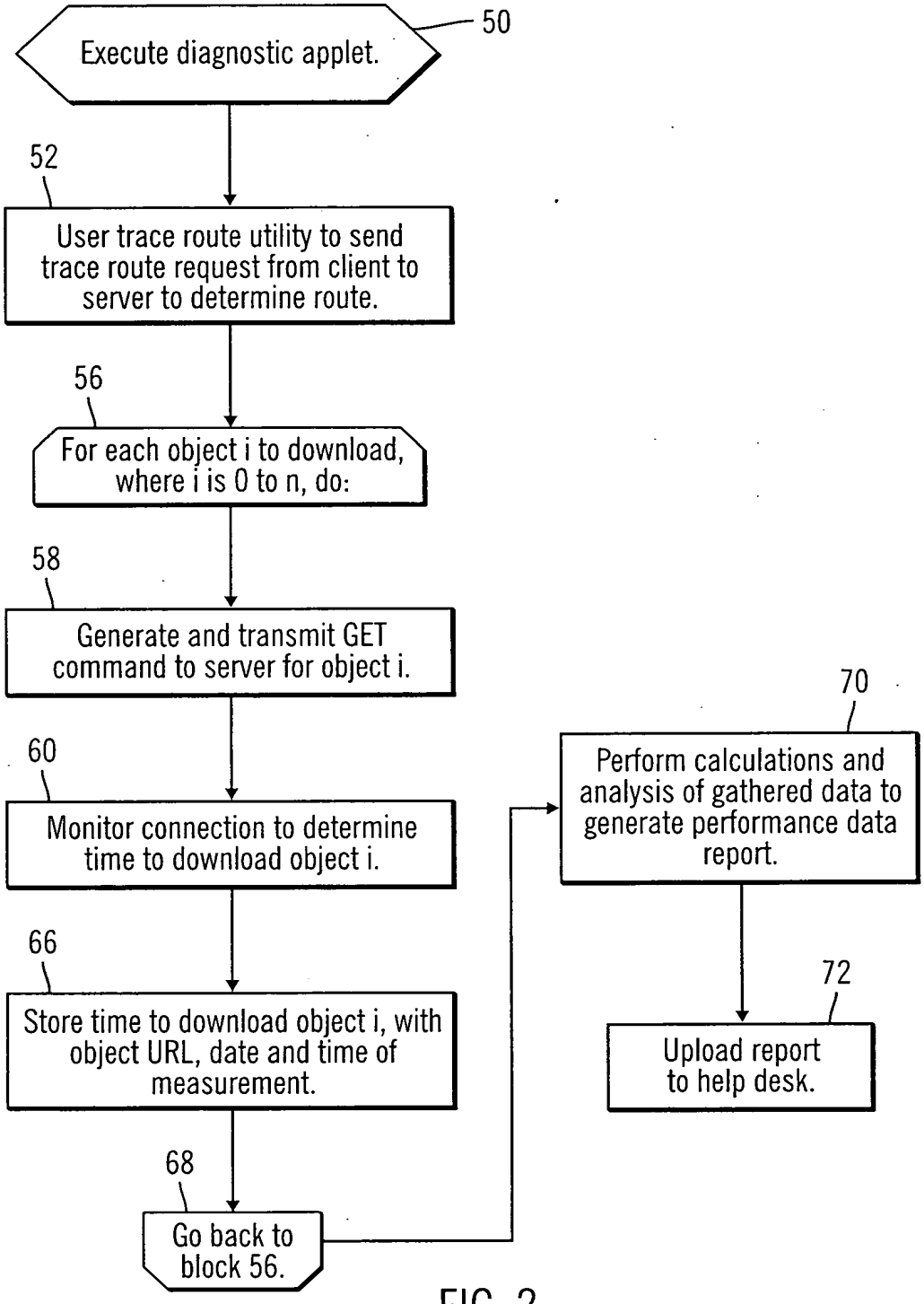
Execute diagnostic applet.
50
52
User trace route utility to send trace route request from client to server to determine route.
56
For each object i to download, where i is 0 to n, do:
58
Generate and transmit GET command to server for object i.
60
Monitor connection to determine time to download object i.
66
Store time to download object i, with object URL, date and time of measurement.
68
Go back to block 56.
70
Perform calculations and analysis of gathered data to generate performance data report.
72
Upload report to help desk.

FIG. 2

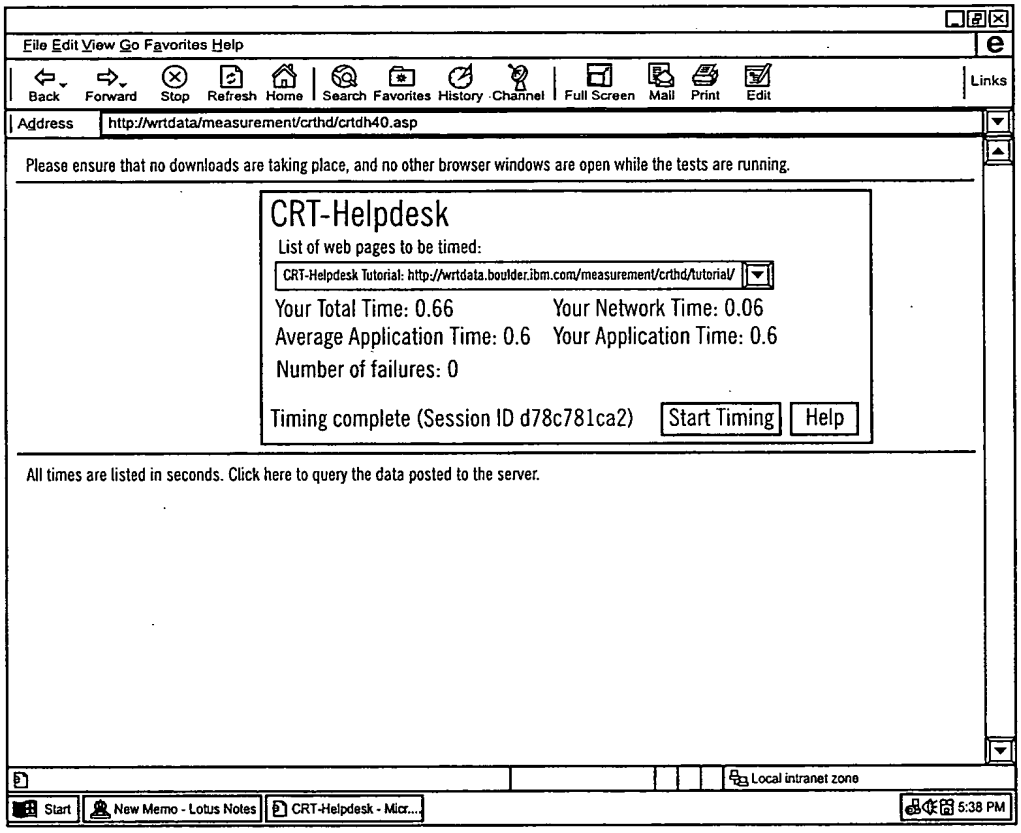
File Edit View Go Favorites Help
Back
Forward
Stop
Refresh
Home
Search
Favorites
History
Channel
Full Screen
Mail
Print
Edit
Links
Address
http://wrtdata/measurement/crthd/crtdh40.asp
Please ensure that no downloads are taking place, and no other browser windows are open while the tests are running.
CRT-Helpdesk
List of web pages to be timed:
CRT-Helpdesk Tutorial: http://wrtdata.boulder.ibm.com/measurement/crthd/tutorial/
Your Total Time: 0.66
Your Network Time: 0.06
Average Application Time: 0.6
Your Application Time: 0.6
Number of failures: 0
Timing complete (Session ID d78c781ca2)
Start Timing
Help
All times are listed in seconds. Click here to query the data posted to the server.
Local intranet zone
Start
New Memo - Lotus Notes
CRT-Helpdesk - Micr...
5:38 PM

FIG. 3

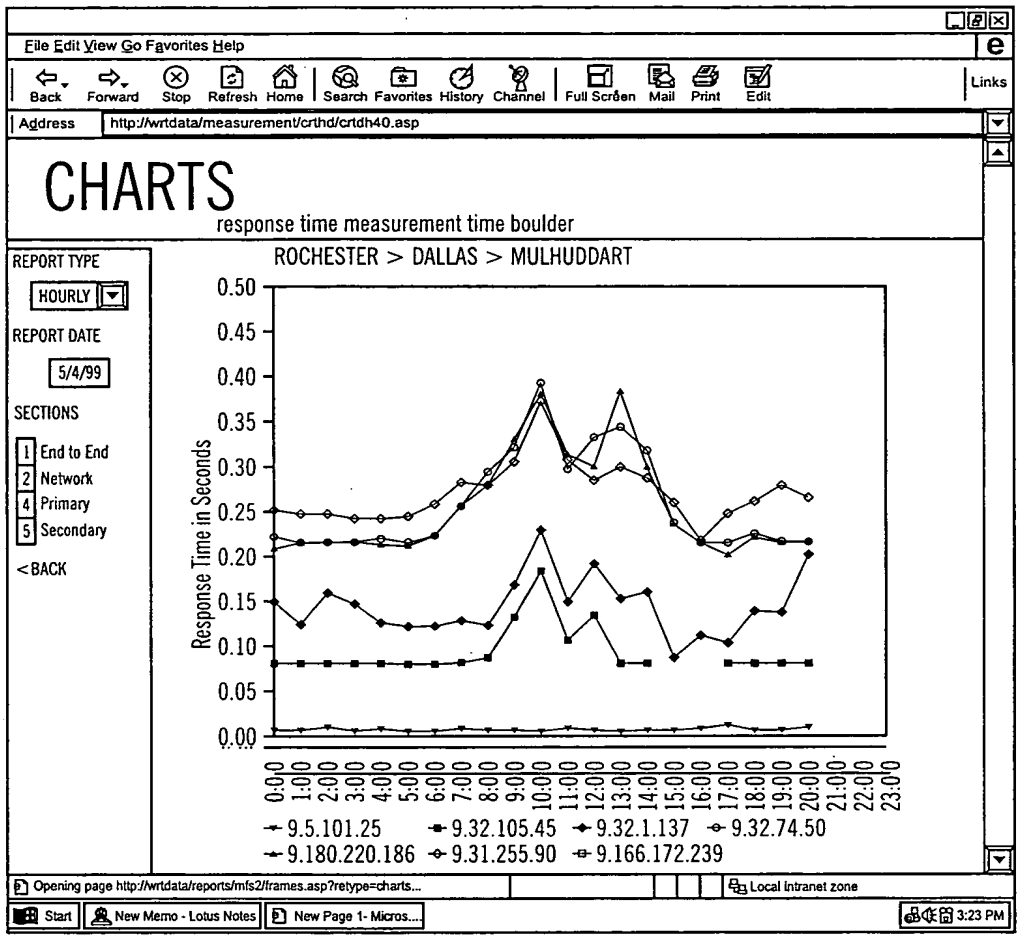
File Edit View Go Favorites Help
Back
Forward
Stop
Refresh
Home
Search
Favorites
History
Channel
Full Screen
Mail
Print
Edit
Links
Address
http://wrtdata/measurement/crthd/crtdh40.asp
CHARTS
response time measurement time boulder
REPORT TYPE
HOURLY
REPORT DATE
5/4/99
SECTIONS
1 End to End
2 Network
4 Primary
5 Secondary
<BACK
ROCHESTER > DALLAS > MULHUDDART
Response Time in Seconds
0.50
0.45
0.40
0.35
0.30
0.25
0.20
0.15
0.10
0.05
0.00
0:00
1:00
2:00
3:00
4:00
5:00
6:00
7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00
18:00
19:00
20:00
21:00
22:00
23:00
9.5.101.25
9.32.105.45
9.32.1.137
9.32.74.50
9.180.220.186
9.31.255.90
9.166.172.239
Opening page http://wrtdata/reports/mfs2/frames.asp?retype=charts...
Local intranet zone
Start
New Memo - Lotus Notes
New Page 1- Micros...
3:23 PM

FIG. 4

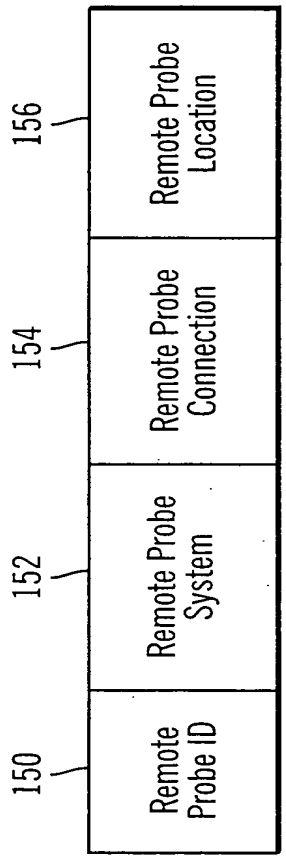
150
Remote Probe ID
152
Remote Probe System
154
Remote Probe Connection
156
Remote Probe Location

FIG. 5

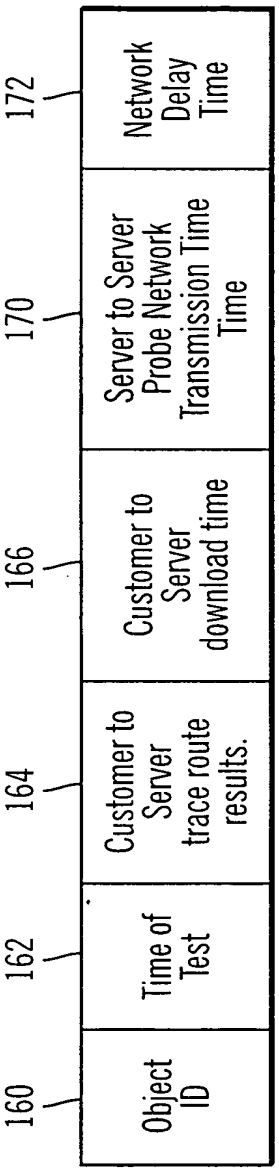
160
Object ID
162
Time of Test
164
Customer to Server trace route results.
166
Customer to Server download time
170
Server to Server Probe Network Transmission Time Time
172
Network Delay Time

FIG. 6